



SCION
DENTAL, INC
A SKYGEN USA COMPANY



ABOUT US

Scion Dental Representatives

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Matt Martin



Web Portal Manager

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ABOUT US

Dental Background

2009



Created Scion Dental



2004



Sold Doral Dental

1994



Created Doral Dental

1993

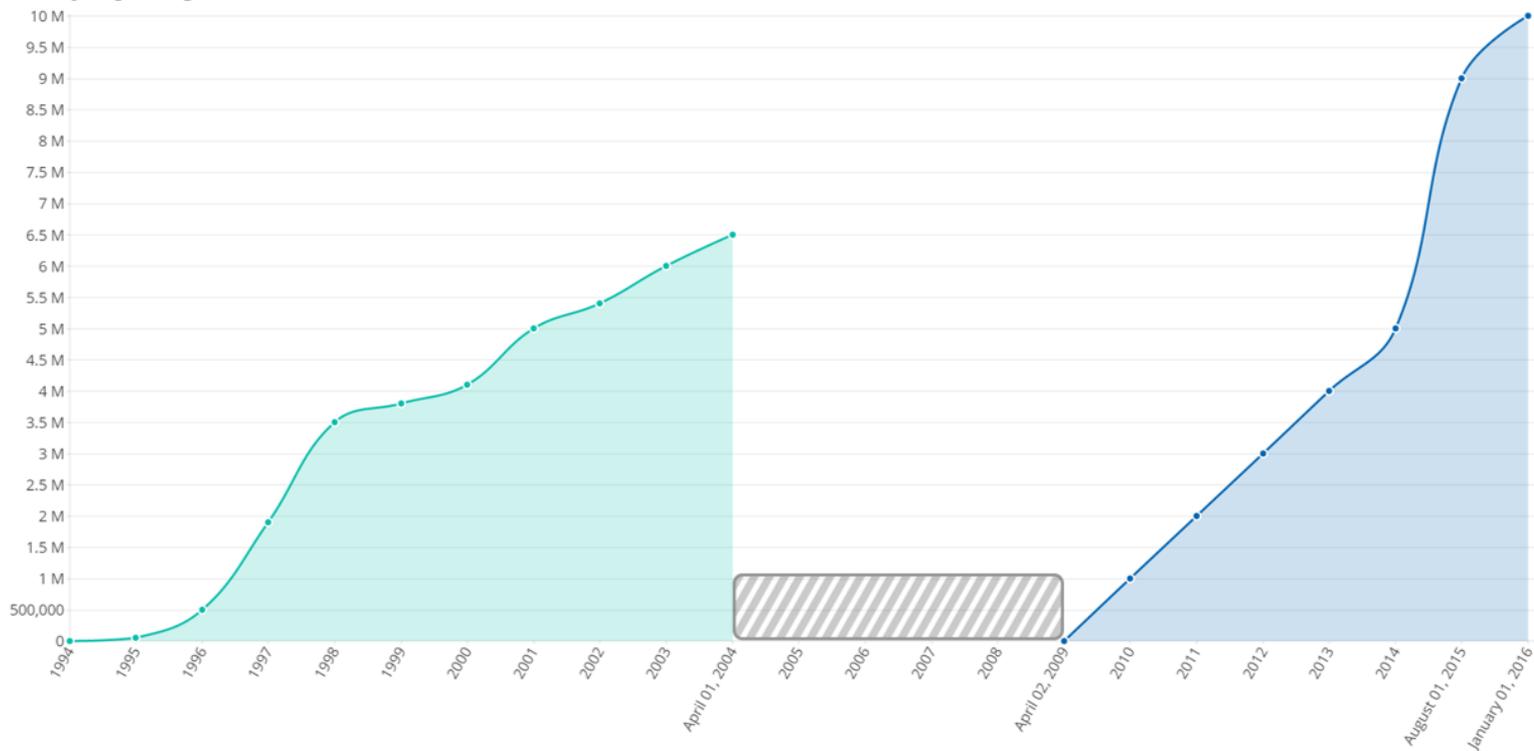


Created Dental Benefit Administration Software Platform



ABOUT US

Members



Legend

 Doral Dental
Medicaid lives insured

 Covenant not to compete
April 01, 2004 — April 01, 2009

 Scion Dental
Medicaid lives insured

ABOUT US

Scion Dental

First dental company to have been awarded full accreditation for Health Utilization Management and full accreditation for Claims Processing



ACCREDITED
HEALTH UTILIZATION
MANAGEMENT



ACCREDITED
CLAIMS PROCESSING

ABOUT US

Scion Dental Stats



Over 9 million
members administered



Handle over 50,000
calls a month



Processed over 6 million
claims, so far this year



Provider Web Portal
receives over 1.5 million
inquiries a month



87% of claims and 65% of
authorizations are
received electronically

ABOUT US

The advantages our technology offers

1

We own the technology, which allows us to

- ✓ Customize and enhance it based on provider needs
- ✓ Keep the technology current
- ✓ Offer the Provider Web Portal free of charge

2

Faster results

- ✓ 24/7 on-line access to real-time authorizations, claims, remittances along with member eligibility and history
- ✓ A pre-claim estimate feature that alerts the provider ahead of time of any issues with the claim
- ✓ Electronic relationships with Scion Dental results in faster determination of authorizations, adjudication of claims, posting of remittances and getting paid

3

Training

- ✓ We reach out to every provider to register and train
- ✓ Training is setup at a time that works for you



What changes can providers expect?

1

Minimal Disruption

- ✓ State of Maryland reimbursement rates and authorization requirements will be followed
- ✓ Authorization requests and claims will now be submitted to Scion Dental for review
- ✓ Provider payments will come from Scion Dental

2

Program Efficiency

- ✓ Online tools – Providers can expect to see faster turnaround times on authorization decisions and claims when using the Scion Dental Provider Web Portal
- ✓ Scion Dental partners work with providers to ensure the program remains a success

PROVIDER COMMENTS:

“We love your web portal. The web portal is **very easy to use!**”

“The portal is **AWESOME!**”

“This is the **best of all the portals**, thanks for informing us.”

PROVIDER OUTREACH

Dedicated Resources

Provider Field Representatives

- ✓ For face-to-face contact

Provider Relations Service Unit

- ✓ Dedicated phone, email and fax lines for all program questions

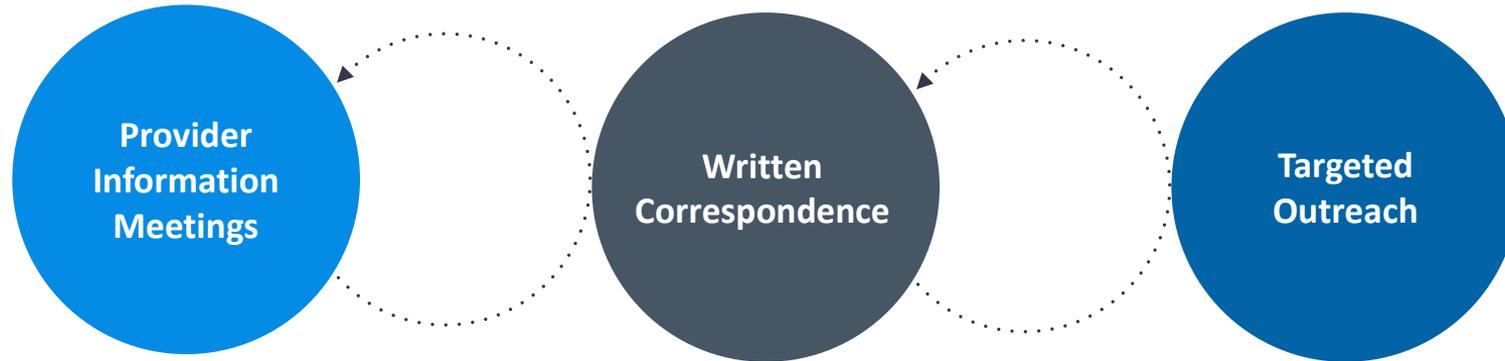
Provider Web Portal

- ✓ Easy-to-use online portal for submitting claims and authorizations, checking eligibility and viewing remits



PROVIDER OUTREACH

During Transition



Prior to go-live, we conduct a number of in-person provider information meetings that cover all details on the transition and to answer any outstanding questions the provider community may have.

Scion Dental will send out written communication to the entire provider community regarding the plan. These communications can include FAQ documents, how-to documents and dental billing guides.

If Scion Dental needs to speak with a specific provider or subset of providers, we will reach out directly via phone, written correspondence or in person visits.

PROVIDER OUTREACH

After Transition



Our Provider Field Representatives will visit each provider office at least once a year for a routine status check.

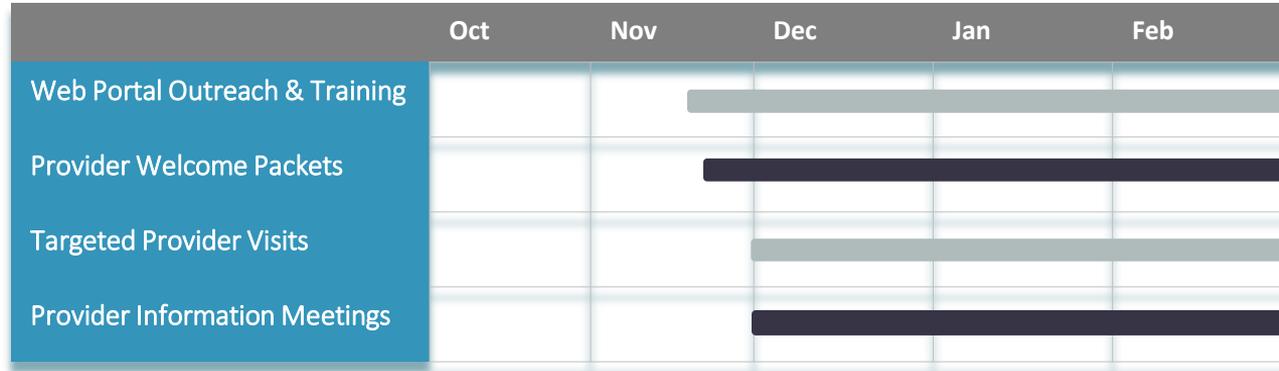
Our Provider Field Representatives will visit the offices of providers that may be having issues with claims, benefits, or the Provider Web Portal.

Scion Dental will work with the State of Maryland and the provider community to ensure our attendance at all key events, such as Dental Association Meetings and Dental Society Meetings.

IMPLEMENTATION

Timeline

Scion Dental combines technology with proactive training and ongoing education to support the Provider network.



SCION DENTAL

Questions & Next Steps



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[SKYGENUSA.COM](https://www.skygenusa.com) > KNOWLEDGE CENTER



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